

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Police Staff Investigator	Current Grade:	B001
Department:	Professional Standards Department	Area:	A Division/ 1 x Outer London
Reports To:	Detective Sergeant	No of Posts:	3
Level of vetting:	MV	Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Conduct investigations into complaints and misconduct matters made against all police personnel, carry out internal enquiries into matters affecting the discipline of the Force, in order to maintain the integrity of British Transport Police by ensuring that officers and staff conduct themselves in accordance with expectations and maintain public confidence. Lead investigations thoroughly and to a high standard according to regulations and guidance.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Direct:

None

Non- Direct:

None

Staff Responsibilities – Direct or Non-Direct

Direct:

None

Any Other Statistical Data

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

To manage and conduct complaint and misconduct investigations within statutory and regulatory frameworks, ensuring compliance with the statutory guidance issued by the Independent Office of Police Conduct (IOPC).

To prepare high quality, timely and accurate investigation reports make recommendations to the Appropriate Authority regarding case disposal and the 'harm test'. Identify wider factors to be progressed such as organisational learning, poor or best practice principles and recognition.

Engage with members of the public and deliver an appropriate response managing expectations but also seeking to rebuild trust and confidence in the organisation.

Identify and execute suitable investigative strategies that are proportionate to the investigation. This includes but is not limited to conducting recorded misconduct interviews under caution, pursuing suitable lines of enquiry and taking statements.

Take proactive steps to support the department's ambition to lead on professional standards nationally. Liaise with Training Department at Spring House to deliver relevant tailored Professionalism inputs to new recruits and transferees covering BTP expectations and current themes.

Proactively seek and support the delivery of lessons learnt and wider organisational learning to assist prevention, intervention and departmental strategies..

Ensure the appropriate collation of all relevant documentation, information or data that is required by the investigation to form an overall picture of the circumstances to a standard capable of withstanding scrutiny at misconduct proceedings.

Present cases on behalf of the Appropriate Authority to a panel at misconduct proceedings involving police staff in line with ACAS principles and supporting policies.

Build and maintain relationships with governing bodies and stakeholders including the Police Federation and other support groups to facilitate positive exchange of communication thus increasing efficiency and effectiveness within the complaints and disciplinary process.

Assist in the production of suspension documentation to be submitted to the Deputy Chief Constable for consideration.

Prepare referrals to the IOPC in line with mandatory and voluntary requirements.

Provide formal updates of the progression of PSD cases to complainants and employees subject of investigation, ensuring that statutory obligations are filled with regards to content and timeliness.

Work closely with support groups and other organisations ensuring the vulnerable are given an appropriate level of service.

Liaise with officers on Division in order to assist in identifying the causes of complaints, best practice and provide suitable guidance. Ensure that colleagues are fully conversant with correct complaint handling techniques.

Manage investigations involving death or serious injury (D/SI) and other serious incidents involving police personnel, which are subject to voluntary and mandatory referral to the IOPC or Procurator Fiscal.

Take proactive steps to support the department's ambition to lead on professional standards nationally.

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E. DECISION MAKING:

Make decisions

Manage and prioritise own workload, in particular investigative tasks and caseloads in line with defined time parameters.

Provide specialised advice to complainants and colleagues outside of the department in line with statute and regulations.

Make recommendations to the Appropriate Authority with regards to case disposal i.e. whether there is a case to answer or not.

Significant say in decisions

Continuous assessment of the severity of the case as the investigation progresses in line with legal requirements.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Daily interaction with police officers and police staff throughout BTP at all levels and stakeholders such as the Police Federation and support groups such as TSSA.

External

IOPC, BTPA, PIRC, other PSDs, members of the public, lawyers & MPs acting on behalf of complainants, senior officers, other agencies

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Good standard of general education of at least A level standard or equivalent training/experience
A recognised course into Complaints Handling and Investigation as required
Completion of previous investigative training or a demonstration of required skill set through equivalent experience.

Experience:

Proven ability in successfully dealing with conflict and challenging situations
Experience and ability in use of range of computer based systems.
Experience and ability working at a variety of levels in a hierarchical disciplined organisation.
Evidence ability to conduct effective investigation into complaints or allegation of misconduct in a regulated environment.
Experience in criminal or other investigative interviews.

Skills:

Resilience

Ability to remain calm whilst working under pressure
Ability to remain impartial in all emotionally challenging situations
Ability to work as part of a team in a challenging environment and independently using own initiative
Resilient and flexible to working hours and demands
Excellent Team players.

Able to maintain confidentiality and work professionally in a sensitive environment
High level of personal and professional integrity and discretion
Excellent interpersonal verbal communication skills including presentations
Excellent written skills including correspondence and report writing
Excellent organisational skills
Ability to deal with dissatisfied customers effectively and professionally
Ability to liaise and interact at all levels
Ability to draft clear, concise and accurate reports.
Excellent verbal communication skills with the ability to present facts to all levels of the organisation.

Knowledge:

Existing knowledge of the Police and Criminal Evidence Act 1984

IT literate and experienced in a range of computer systems

Understanding of the Data Protection Act 1998 in order to apply the key principles

Desired Criteria:

Qualifications and Training:

Successfully completed a Professional Investigator's Portfolio

Experience:

Experience in dealing with public complaints and/or disciplinary processes

Previous experience of working within statutory or regulatory frameworks

Skills:

Interview techniques

File preparation within a criminal or disciplinary field

Knowledge:

Knowledge/Understanding of the Police Reform Act 2002 & Police Reform and Social Responsibility Act 2011

Knowledge/Understanding of the Police Misconduct Regulations

Knowledge/Understanding of the Independent Police Complaints Commission (IPCC) Statutory Guidance

Working knowledge of Centurion, ORIGIN and KIM property systems

- H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Will be required to pass Management Vetting to secure employment

Post Holders must be able to travel extensively if required and be willing to work away from home.

Due to changing and immediate investigation demands, post holders will be required to work flexibly in support the demands.

I. AUTHORISATION DETAILS

Prepared By: Suzanne Caddell

Date: 04/01/19

Area Commander /FHQ

Det Supt Murray

HoD:

Date: 04/01/19

Evaluation Panel:

Date:

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